



## Louisiana Department of Health and Hospitals

### Bayou Health Informational Bulletin 12-8

**Revised October 10, 2014**

#### **Issue: To Schedule Non-Emergency Transportation Services (NEMT) for Bayou Health Members**

- Bayou Health members are eligible to receive transportation to scheduled medical appointments (non-emergency medical transportation).
- Members of **UnitedHealthcare** and **Community Health Solutions** will arrange **all** non-emergency medical transportation through Southeastrans at 1-855-325-7565. (48-hour notice is required for NEMT.)
- **Amerigroup, AmeriHealth Caritas Louisiana, and Louisiana Healthcare Connections** have subcontracted with Logisticare to provide NEMT for their members. Transportation to and from regular medical appointments may be scheduled by calling the numbers as shown in the table below.
- All transportation for dental appointments, behavioral health appointments, therapy included in an Individual Education Plan (IEP) and any other “carved out” Medicaid service is provided through Southeastrans at 1-855-325-7565.

Plan Name	Call Center	Call Center #	Monday -Friday
UnitedHealthcare	Southeastrans	1-855-325-7565	6 am to 6 pm
Community Health Solutions	Southeastrans	1-855-325-7565	6 am to 6 pm
Amerigroup	Logisticare	1-866-430-1101	8 am to 5 pm
LA Healthcare Connections	Logisticare	1-855-369-3723	8 am to 5 pm
AmeriHealth Caritas LA	Logisticare	1-888-913-0364	8 am to 5 pm